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QUESTION 1

How does ServiceNow know which HR Template to use on an HR Case?

- A. The HR Template is referenced on the HR Service record.
- B. The HR Template is referenced on the record producer form.
- C. Each COE has a specific HR Template.
- D. The HR Template is selected directly on the Catalog item.

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/configure-hr-task-template.html>

QUESTION 2

The customer you will be implementing for wants to utilize Now Mobile.

What is the minimum HR SKU they may purchase that includes Now Mobile?

- A. HR Service Delivery Professional
- B. Now Mobile is a standalone solution
- C. HR Service Delivery Enterprise
- D. HR Service Delivery Standard

Correct Answer: D

QUESTION 3

In the HR Guided Setup Module, why are some tasks locked in the Task view?

- A. They require an elevated role to access.
- B. They are deprecated tasks that should not be completed.
- C. They require other tasks to be completed first.
- D. They require a plugin to be activated first.

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

QUESTION 4

Which of the following is the key factor in determining the implementation timeline?

- A. Configuration complexity
- B. Types of integrations
- C. Customer location
- D. Customer business type

Correct Answer: B

QUESTION 5

What method needs to be invoked from MatchingRuleProcessor class?

- A. processAndGetCandidates
- B. processAndGetUsers
- C. processAndGelList
- D. processAndGetArray

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_InvokeMatchingRuleAPI.html

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